



SATO Select Depot Service Contracts

SATO Select provides factory direct, mail-in services for your printer. Contact us by phone or email and immediately receive your return authorization. With our Standard Service, you will have your printer back in your hands repaired, tested, cleaned and turned around in 5 days. Need a faster repair service? We've got you covered. We offer a variety of programs that will allow you to continue receiving our highest level of service and support beyond your standard manufacturer's warranty period. Choose from a wide selection of cost-effective service options to fit your business needs.

SATO Select Depot Repair Features	Standard	Comprehensive	Spare in the Air
Parts and Labor	X	X	X
Print Head Coverage		X	X
Preventative Maintenance	X	X	X
Five Day Turnaround	X	X	
Same Day Shipment*			X
SATO Managed Exchange Pool of Printers			X
Accidental Physical Damage**		X	X
Free Mechanical Updates	X	X	X
Free Firmware Updates	X	X	X
Mechanical Failure	X	X	X
Wear and Tear	X	X	X

*Same day shipment during normal business hours, Mon-Fri, 8am to 5pm, excluding SATO holidays

**Accidental physical damage is limited to cosmetic damages and does not include coverage for severe abuse or liquid immersion

Providing an exceptional level of service

Our state-of-the-art depot repair facility and experienced service technicians provide quality service and support for all product lines. Our technicians are experts in printer repair which allows us to quickly identify the problem, perform the correct repair, get your printer back to you as quick as possible

Get In Touch

- We can help you choose your service options
- We can answer your service availability questions
- We can provide service contract information
- We can provide a service contract quotation

